

Role Description

Unit Manager Business Support & Systems



Title	Unit Manager Business Support & Systems
Location	Wyong / Gosford Admin Building
Classification/Grade/Band	Band 4 Level 1 TRP
Reports to:	Director, Environment and Planning

Primary purpose of the role

Reporting directly to the Director, Environment and Planning, the role of Unit Manager Business Support & Systems is responsible for the provision of Business Support services to the Environment and Planning directorate to enable and ensure continuous improvement, compliance with legislation and community expectations are met.

In addition, the Unit Manager Business Support & Systems will provide day to day leadership to a team of professionals responsible for the delivery of activities such as, the processing of various applications; preparation of reports; customer surveys; research, analysis and collection of statistics; grant funding and award nomination preparation; service reviews and special projects; and management of customer enquiries. This will be achieved through a strategic approach to Business Support and Systems to maximise business efficiencies.

Key accountabilities

- Maximise the use of technologies and systems to improve business processes.
- Develop and implement processes to ensure project work is completed to budget and within agreed timeframes;
- Act with integrity by monitoring and modelling the highest standards of ethical behaviour and reinforcing them in others, to promote the desired culture within the organisation;



- Develop a strategic customer service model for the Environmental and Planning Director.
- Embrace diversity by recognising the value of individual differences to support broader organisational strategies and build a culture of respect and understanding;
- Work collaboratively by building cooperation to overcome barriers to information sharing and communication across the organisation;
- Demonstrate accountability by exercising due diligence to ensure work health and safety risks are addressed;
- Inspire direction and purpose by working with others to translate strategic direction into operational goals and build a shared understanding of the link to core business outcomes;
- Optimise business outcomes by developing workforce plans that effectively distribute organisational resources to achieve business goals.

Interpersonal Skills and Personal Attributes

- Contribute to and actively participate in the Directorate's Management team;
- Ensure employee performance management and development plans for team are developed and completed on time;
- Lead and manage operational objectives and work plans and delegate assignment to team members to ensure outcomes;
- Communicate effectively by adjusting style and approach to translate technical and complex information for a range of audiences and optimise outcomes;
- Demonstrate commitment to customer service by promoting and managing both internal and external relationships that result in optimised outcomes for the community;
- Show sensitivity and understanding in resolving acute and complex conflicts;
- Display strong influencing and negotiation skills by guiding others to an outcome using a fair and considered approach together with sound arguments;
- Display resilience and courage by providing open and honest advice in the face of strong contrary views;
- Display resilience and courage by developing effective strategies and showing decisiveness in dealing with emotionally charged, difficult and controversial issues.



Leadership / Management

- Demonstrate awareness by actively seeking, reflecting and acting on feedback relating to own performance, and translate negative feedback into an opportunity to improve;
- Deliver results by driving organisational priorities and ensuring the effective acquisition and use of resources;
- Ensure successful delivery by seeking and applying the expertise of key individuals to achieve organisational outcomes;
- Display effective planning and prioritisation by ensuring business plan goals are clear and appropriate and demonstrate consideration of the implications of a wide range of complex issues and the ability to shift business priorities when necessary;
- Apply sound problem solving by taking account of the wider business context when considering options to resolve issues;
- Demonstrate proficiency through the commitment to and use of existing technologies and actively promote the deployment of appropriate new technologies in the workplace;
- Display strong people management by addressing and resolving team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way;
- Inspire direction and purpose by creating opportunities for recognise and celebrate high performance at the individual and team level;
- Manage change effectively by clarifying the purpose and benefits of continuous improvement for staff and by providing coaching and leadership in times of uncertainty;
- Manage reform by translating change initiatives into practical strategies for staff and explaining their role in implementing them.

Technical

- Ensure the Unit's operation policy and procedures are developed, documented and regularly updated;
- Apply problem solving skills and undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues;
- Monitor and maintain business unit knowledge of and compliance with legislative and regulatory frameworks;



- Demonstrate strong project management through monitoring the completion of projects and implementing effective and rigorous project evaluation methodologies to inform future planning.

Finance and Governance

- Deliver results by controlling the outputs of the business unit to ensure organisational outcomes are achieved within budget;
- Demonstrate accountability by modelling the highest standards of financial probity, demonstrating respect for public monies and other resources;
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- Involve specialist finance advice in review and evaluation of systems and processes used to identify opportunities for improvement;
- Take responsibility for procurement and contract management activities and decisions by applying the guidelines and procedures and identifying risks;

Qualifications

Essential

- Degree qualification in Business, Management or related field combined with extensive solid contemporary experience in in a similar role combined with ongoing professional development;

Desirable

- Post Graduate Qualifications in a related field

Experience

- Previous experience in a similar role working in a large organisation;
- Proven success as a leader with the ability to grow and develop teams focused on quality outcomes and a customer focus;
- Demonstrated experience leading a team in the delivery of technology solutions that improve business processes;
- Proven experience in strategically aligning initiatives and programmes with business need;



- Extensive practical experience in a significant financial environment including strategy, analysis and the provision of sound technology advice;
- Proven experience in negotiating complex commercial outcomes with an ability to identify the true long term value propositions and opportunities for the business;
- Demonstrated experience with employing a customer relationship management approach to business engagement to understand and champion the customer's needs with the department.

Key relationships

Internal	External
Executive Leadership Team	Community
Leadership Team	State and Federal Government Agencies
Unit Managers	Industry representatives and associations
Council employees	Unions
	Vendors

